

Common Steps for Issues

1. Content Issues :

- 1) Perform Health & Content check
- 2) Download Content from '**load content**' tab
- 3) Download Reference material from '**load content**' if issue is in tests, activity, TAC
- 4) Refresh content from learner log or relogin

The screenshot displays a web application interface for a 'Health Checker'. The main content area features a 'Check health' section with two buttons: 'Health check' (blue) and 'Content check' (red). Below this, a red-bordered box highlights the 'Total Fixed File Count' section, which shows a count of 2. Two file entries are listed with green checkmarks, indicating successful checks:

- ✓ 8_88ed7d49361b398e4416d89e249cad6f_17e6573539deea0bac313246253909c2_1_cnt.json
- ✓ 8_88ed7d49361b398e4416d89e249cad6f_17e6573539deea0bac313246253909c2_1_refc.json

Below the fixed file count, the 'Total Skipped File Count' is shown as 0. The right sidebar contains a navigation menu with 'Health check' highlighted in a red box. Other menu items include Dashboard, Manage days, Start Classroom, Upload Data, Backup, Change learner password, Control Panel, Load Content, Feedback, Downloads, and LF profile. The sidebar also displays a CPU usage gauge at 68%, a server uptime of 2 hours, and a line graph showing hits per minute over the last 30 minutes.

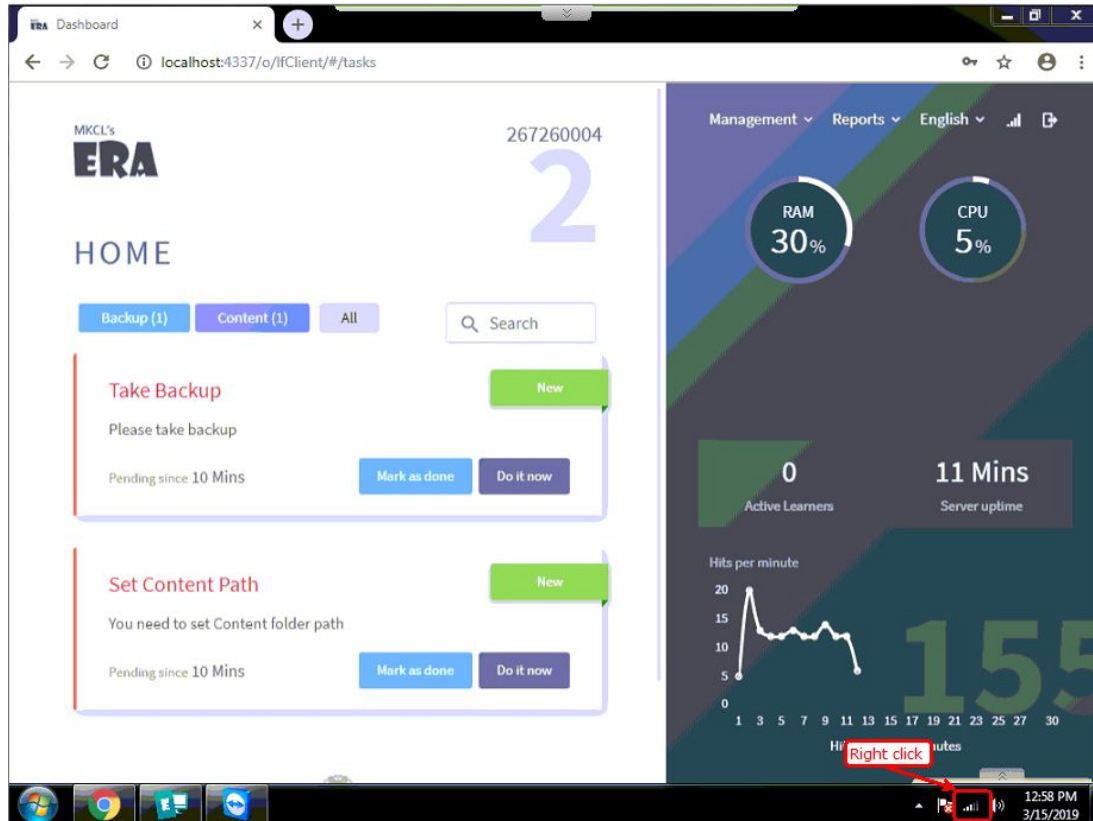
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The screenshot displays the 'Load Content' interface for MKCL's ERA. The browser address bar shows 'localhost:4337/o/ifaClient/#/loadcontent'. The user ID '295130028' is visible in the top right. The main heading 'LOAD CONTENT' is highlighted with a red box. Below it, the content path is 'C:\content/' with an 'Edit' button. There are two status filters: 'Up To Date' (green) and 'Update Available' (blue), with 'Not Present' (red) and 'All' (black) also visible. A 'Verify Content' button and a search bar are present. Three course cards are shown: 'HS-CIT 2018' and 'HS-CIT Welcome 2018', both with 'Update available' buttons. A modal window titled 'Update available' is open, showing 'Download course content' and 'Download reference material' buttons, with the latter highlighted by a red box. A dark sidebar on the right contains navigation icons.

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Scenario 1 : Error showing “Reference Material Partially Downloaded” OR Reference material doesn't get download.

Then perform following steps :



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The screenshot displays the ERA Dashboard interface. The browser address bar shows `localhost:4337/o/ffClient/#/tasks`. The dashboard includes a navigation menu with 'Management', 'Reports', and 'English'. Key performance indicators are shown: RAM at 30% and CPU at 4%. System status shows 0 Active Learners and 10 Mins Server uptime. A 'Hits per minute' line graph shows a peak of 20 hits at 3 minutes, with a total of 143 hits in the past 30 minutes. The main content area features two task cards: 'Take Backup' (pending since 9 Mins) and 'Set Content Path' (pending since 9 Mins). A red box highlights the 'Open Network and Sharing Center' link in the bottom right corner. The Windows taskbar at the bottom shows the date as 3/15/2019.

Management Reports English

RAM 30% CPU 4%

0 Active Learners 10 Mins Server uptime

Hits per minute

Hits in past 30 minutes

143

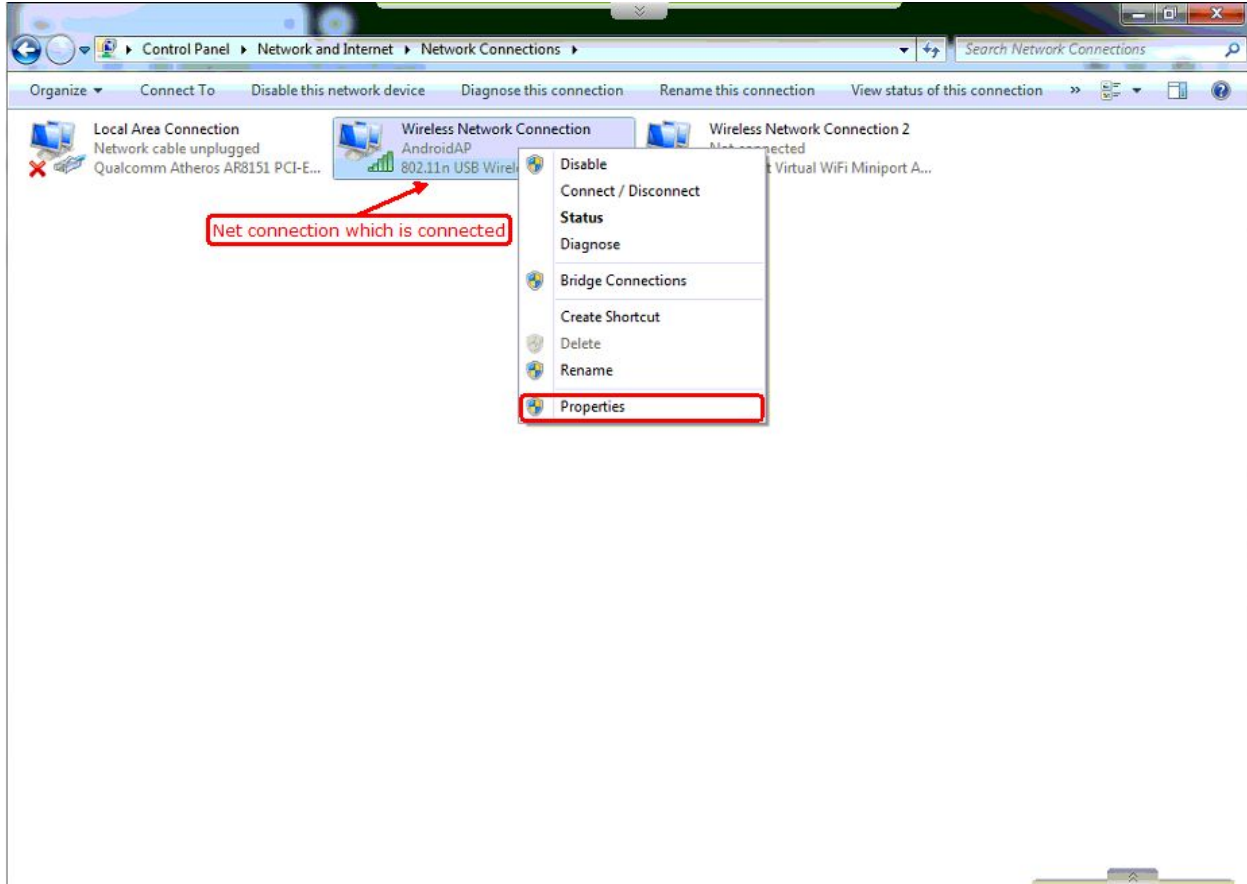
1 3 5 7 9 11 13 15 17 19 21 23 25 27 30

Troubleshoot problems

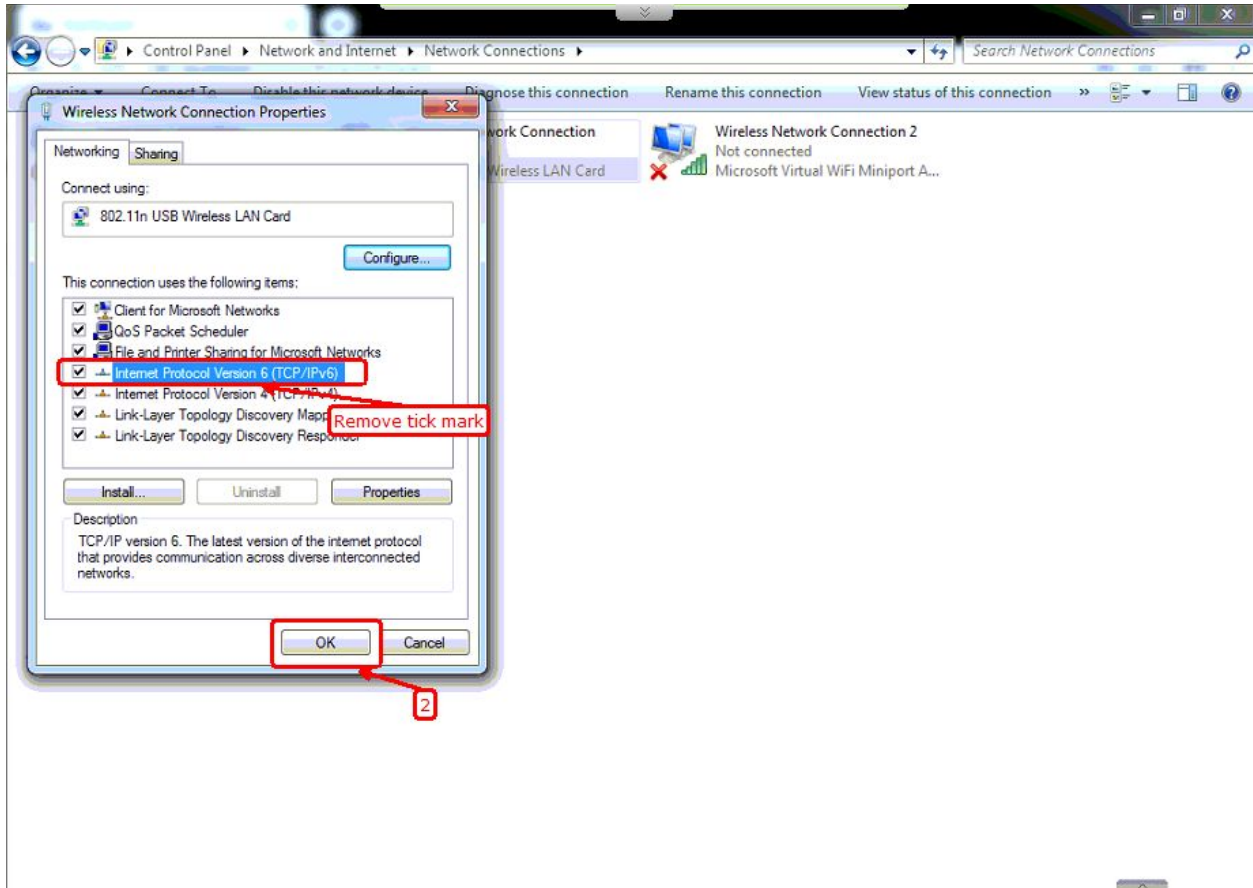
Open Network and Sharing Center

3/15/2019

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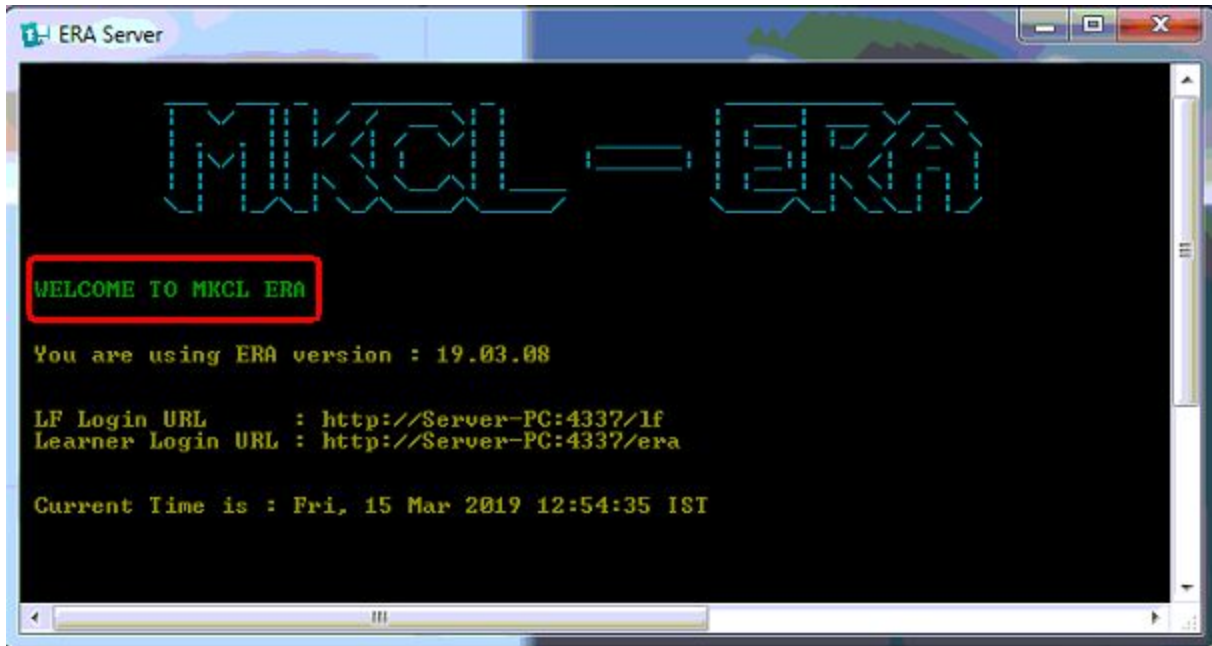


After performing this steps, download again reference or content.
If issue still persist than report it.

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2. ERA Activation :

- Scenario 1 : Activation Failed
 - 1) Check ERA exe. name



If it doesn't show above given name.

- 2) Then rename ERA folder from C drive.
 - 3) Uninstall ERA exe.
 - 4) Install new setup from <http://eralms.mkcl.org>
 - 5) (check OS {Operating System} i.e 64 bit or 32 bit)
- Scenario 2 : This computer details are not available/approved through SOLAR(WORM). Please try Activating ERA on approved computer only.
 - 1) If above message is showing then check details of server

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Server 1.6 GHz 2 4 GB 250 GB
Xtenda Server 1.6 GHz 2 4 GB 250 GB

Year 2018

Hardware And Software Details Of Center (WORM)

Available Intake / Total Intake = 43 / 48

Sr.No.	Computer Details	Upload Date-Time / Approval Date-Time	Activated Softwares	Status
1	Processor 2GHz, with 4 core(s) and 4 logical processors RAM 3.9GB, Hard Disk 932.0GB, PC Name HSCIT-PT, Domain WORKGROUP, IP 192.168.0.54, MAC Address 00-0E-C3-63-76-31 OS Microsoft Windows 10 Home Single Language, 10.0.16299, Xtenda No and more details	01/May/2018 04:35:23 PM 01/May/2018 05:47:51 PM	-	Approved Change Server As Client
2	Processor 3.3GHz, with 4 core(s) and 4 logical processors RAM 3.9GB, Hard Disk 466.0GB, PC Name BHD-PC, Domain WORKGROUP, IP 192.168.1.5, MAC Address B8-97-5A-87-D5-21 OS Microsoft Windows 7 Ultimate, 6.1.7600, Xtenda Yes and more details	02/May/2018 08:49:29 AM 02/May/2018 09:02:50 AM	-	Approved Xtenda Change Client As Server
3	Processor 3.3GHz, with 4 core(s) and 4 logical processors RAM 3.9GB, Hard Disk 466.0GB, PC Name BHD-PC, Domain WORKGROUP, IP 192.168.43.171, MAC Address B8-97-5A-83-F0-F9 OS Microsoft Windows 7 Ultimate, 6.1.7601, Service Pack 1, Xtenda No and more details	13/Apr/2018 12:03:09 PM 01/May/2018 04:49:44 PM	-	Approved Change Client As Server

* System generated clients cannot be Updated/Deleted

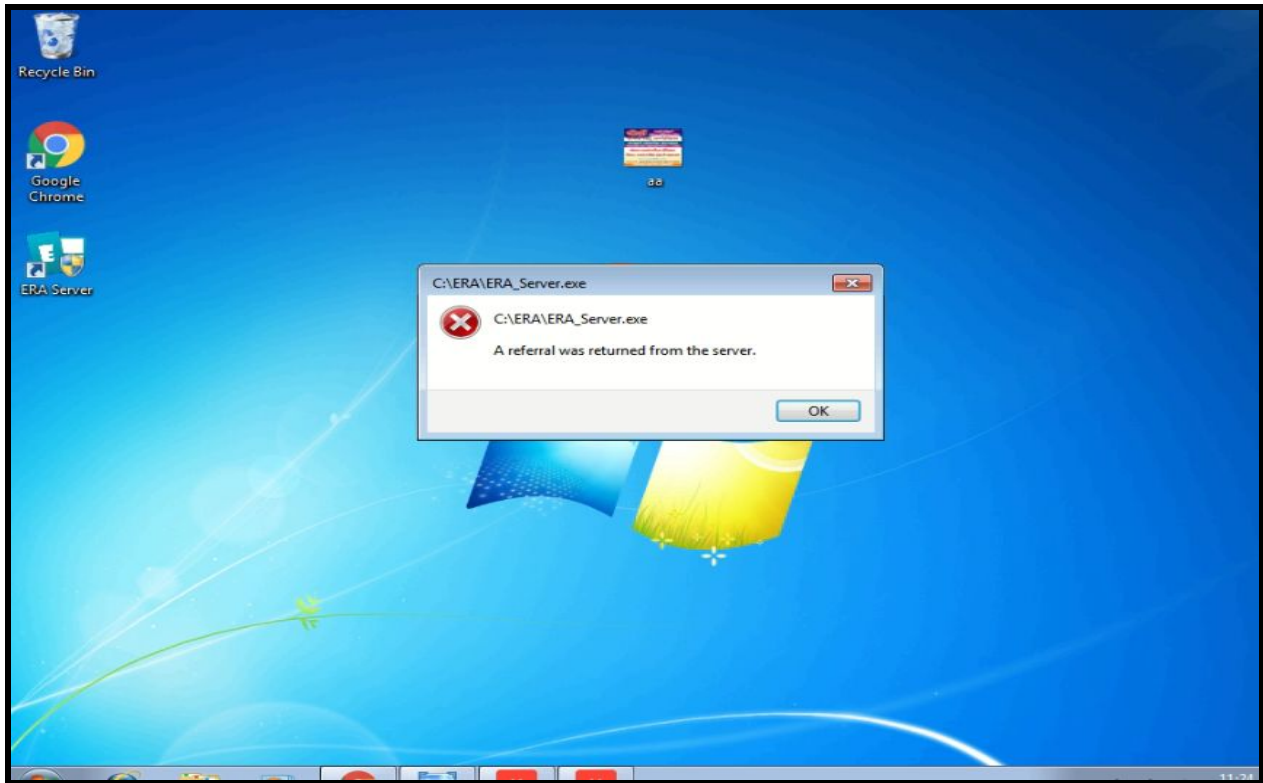
Activate Windows
Go to Settings to activate Windows

Show all

- 2) After checking if there is any mismatch. Then ask center to activate server on given machine details.
- 3) If still issue persist than report it.

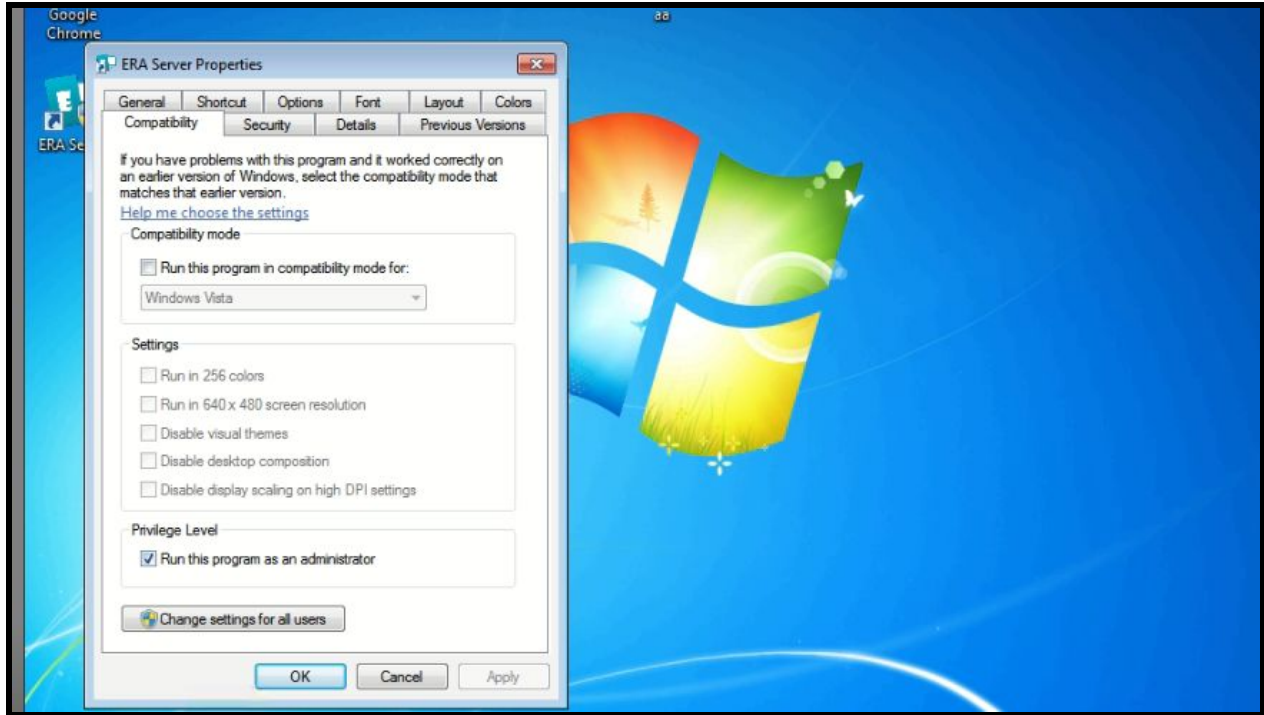
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3. ERA server is not starting :



- Solution:**
- 1) Right click on server.exe.
 - 2) Go in properties
 - 3) Select Compatibility option
 - 4) Then select run this program as administrator.

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4. ERA Browser not starting :

Scenario 1 : ERA Browser version

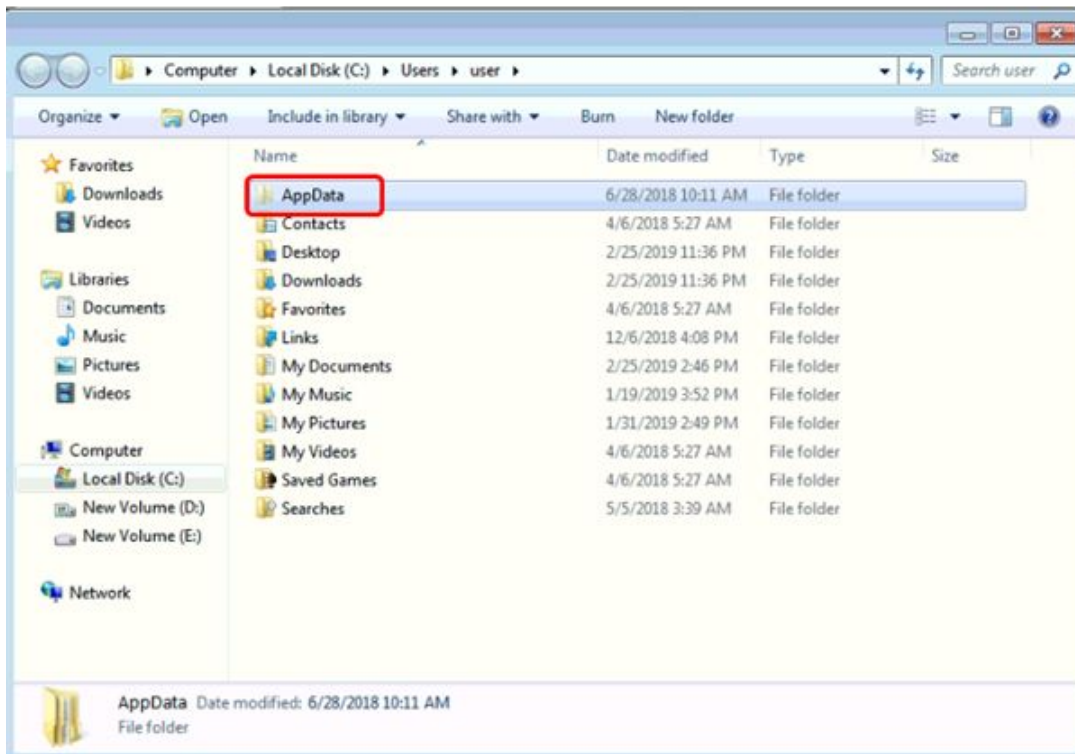
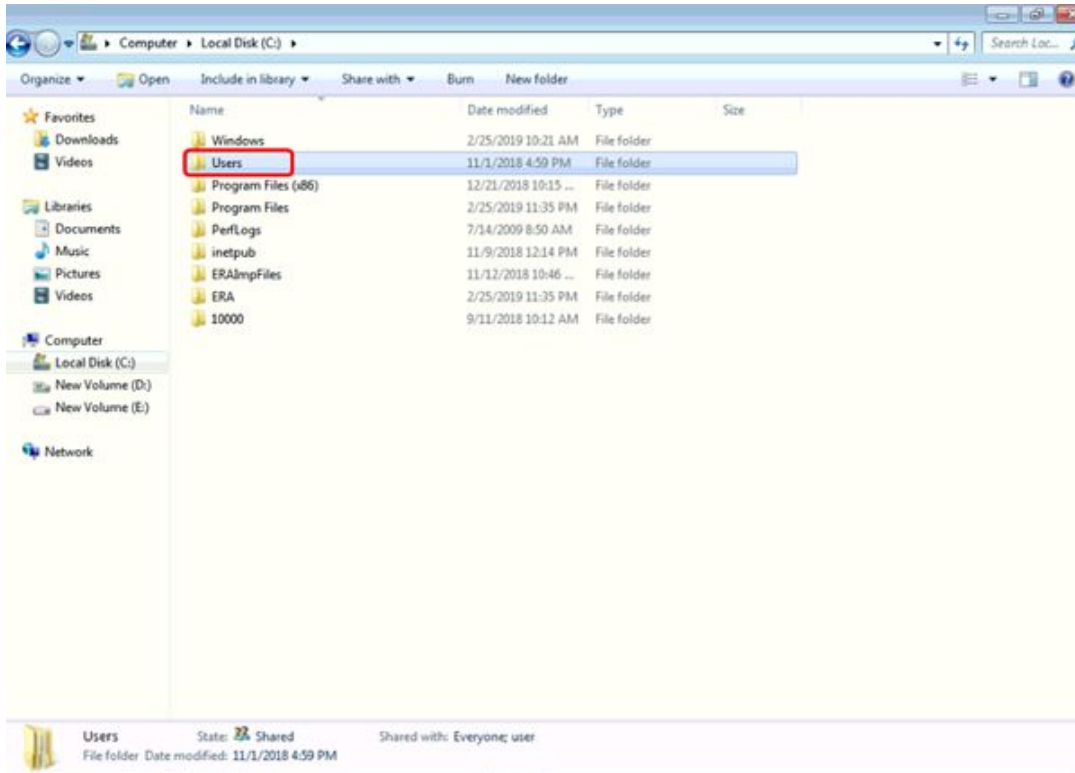
- 1) Check ERA browser version, if it is not updated then uninstall it.
 - 2) Install ERA Browser from <http://eralms.mkcl.org>
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Scenario 2 : ERA Browser not starting (Showing error like given image)

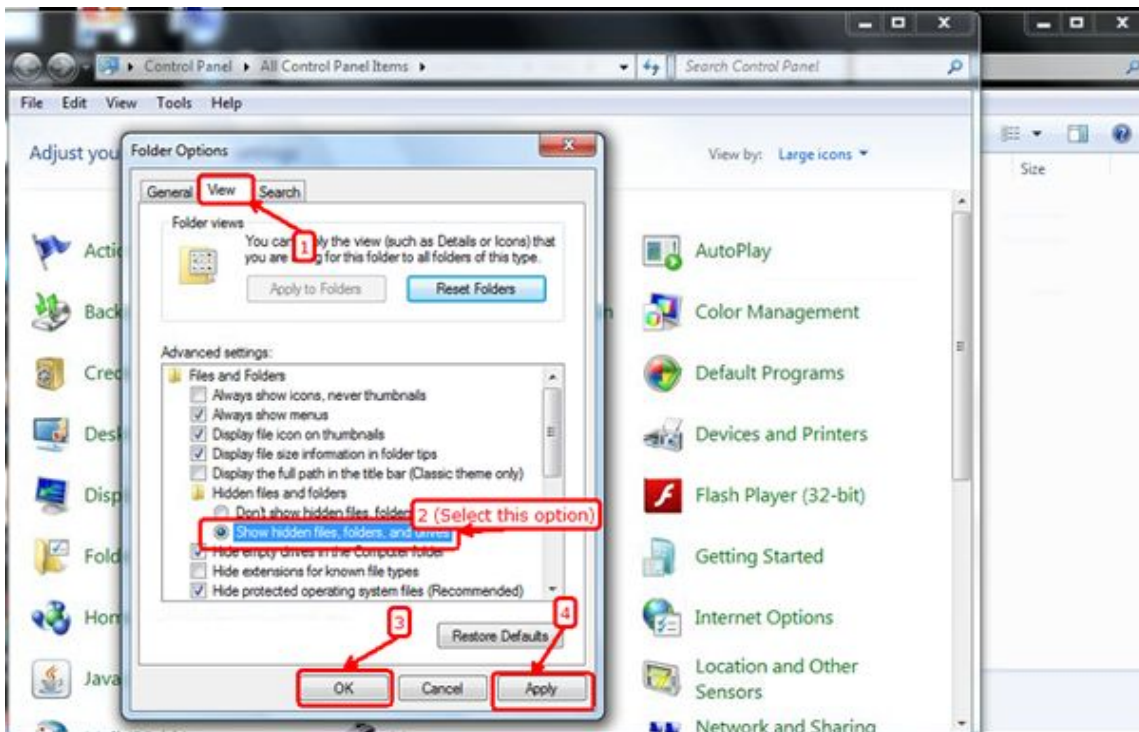
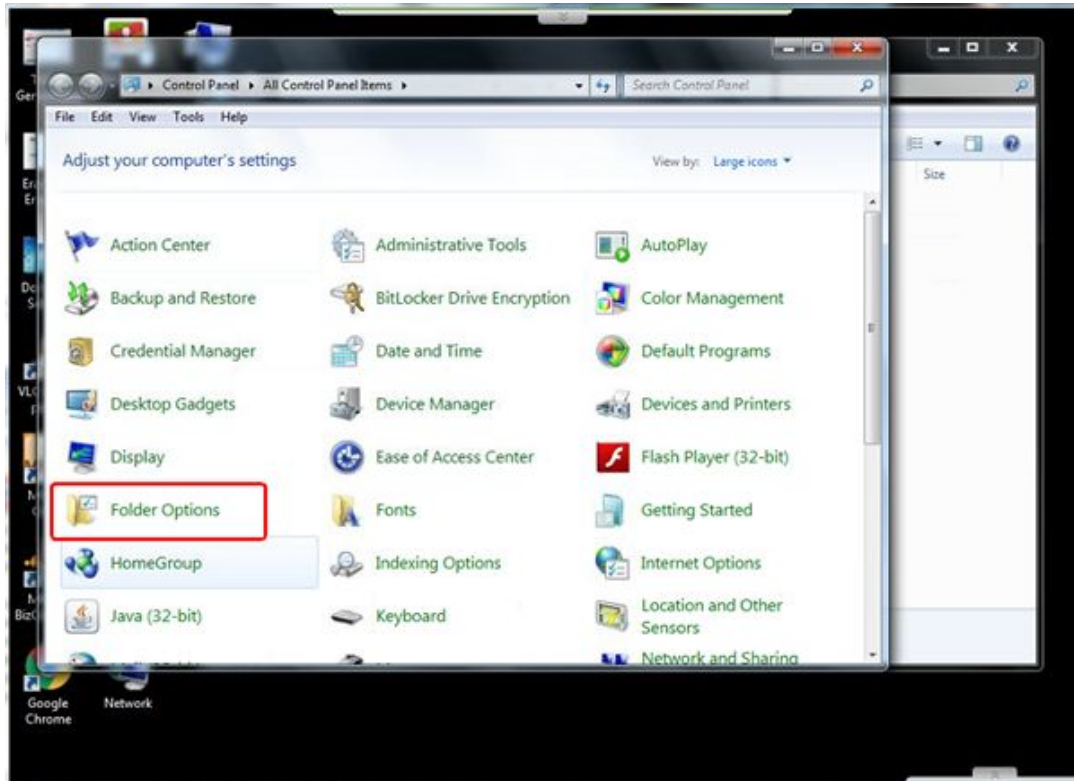


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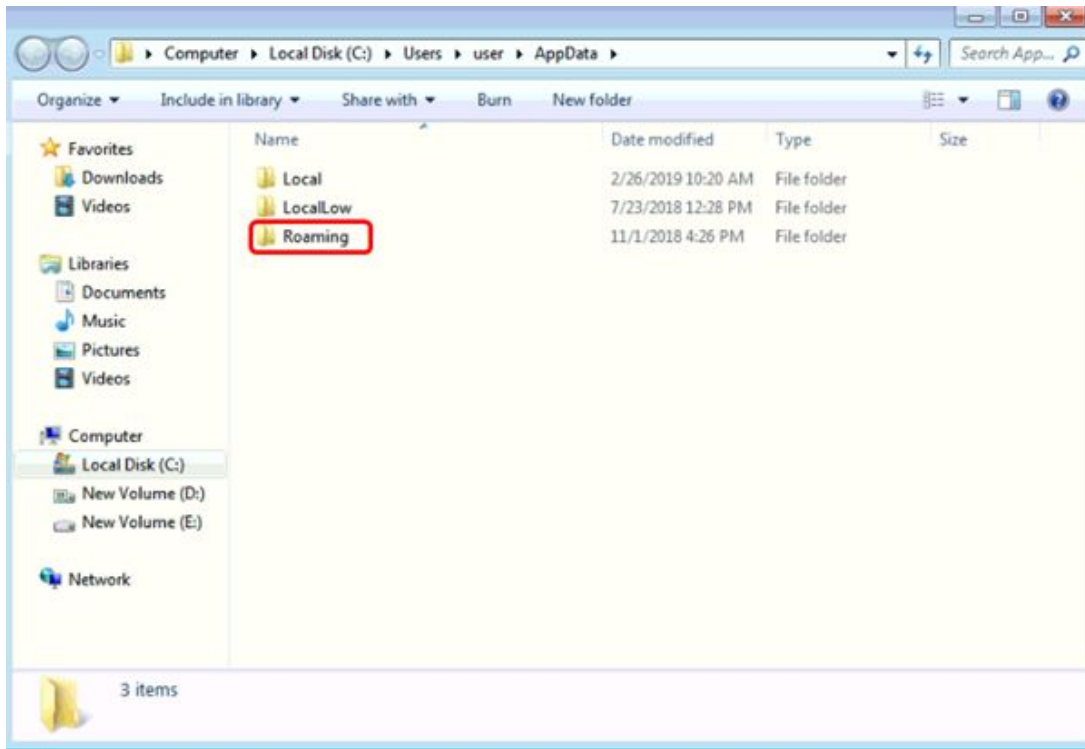


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If Appdata



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